

What is claimed is:

- 1 1. A system for handling a user request comprising:
  - 2 a first computer system associated with a user, the first computer system including a
  - 3 display unit to display a first window associated with the user request, the first computer system
  - 4 further adapted to transmit a message associated with the user request; and
  - 5 a second computer system associated with a service provider; the second computer
  - 6 system including a display unit to display a second window associated with the user request, the
  - 7 second computer system further adapted to receive the message and display the message in the
  - 8 second window at the second computer system.
- 9 2. In a system including a first computer system associated with a user coupled to a second  
10 computer system associated with a service provider, a method of communication between the  
11 user and the service provider comprising:
  - 1 providing a first window at the first computer system associated with a user request;
  - 2 providing a second window at the second computer system associated with the user
  - 3 request;
  - 4 transmitting a message associated with the user request from the first computer system to
  - 5 the second computer system;
  - 6 displaying the message in the second window at the second computer system;
  - 7 detecting status information for the user request; and
  - 8 displaying the status information in the second window at the second computer system.

1 3. The method of claim 2 wherein said status information includes one of online, offline,  
2 and active.

1 4. A system for handling a user request comprising:  
2 a central computer system adapted to be coupled to a first computer system associated  
3 with a user and to receive said user request from said first computer system; said central  
4 computer system further adapted to be coupled to a plurality of second computer systems, each  
5 associated with a service provider;  
6 wherein said first and second computers are adapted to display first and second windows,  
7 respectively, associated with the user request and said central computer system is adapted to  
8 detect status information for the user request and display said status information in said first and  
9 second windows.

10 5. The system of claim 4, wherein said first and second computer systems are adapted to  
11 display messages associated with said user request in said first and second windows,  
12 respectively.

1 6. The system of claim 5, wherein one of said second computer systems is associated with a  
2 owner business manager and is adapted to control which of said messages are displayed on each  
3 of said second computer systems.



1 12. The method of claim 10, wherein said selecting step further comprises:

2 displaying said user request at said second computer system; and

3 displaying a user priority for said user request.

1 13. A method for handling a user request comprising:

2 transmitting a user request from a first computer system associated with a user to a central  
3 computer system;

4 assigning status information to said user request;

5 providing said user request to a plurality of second computer systems, each associated  
6 with a service provider;

7 providing offers for service of said user request to the first computer system; and

8 displaying the status information for the user request and said offers at said first computer  
9 system.

10 14. The method of claim 13, further comprising:

11 displaying rating information for service providers associated with said offers at said first  
12 computer system; and

13 selecting one of said offers at said first computer system.

1 15. The method of claim 14, further comprising:

2 displaying presence information for service providers associated with said offers at said

3 first computer system; and

selecting one of said offers at said first computer system.

16. A method for handling a user request comprising:

transmitting a user request from a first computer system associated with a user to a central computer system;

assigning status information to said user request;

selecting said user request via a second computer system associated with a primary service provider;

providing a display window at each of said first and second computers;

displaying the status information for the user request in said display windows;

transmitting a collaboration request from said second computer system to a third computer system associated with a secondary service provider; and

accepting said collaboration request at said third computer system wherein said first, second, and third computer systems are adapted to display messages associated with said user request.

17. The method of claim 16 wherein on said primary and secondary service providers has

ownership of said user request, the method further comprising:

transferring ownership of said user request between said primary and secondary service providers.